

Amendments to the Claims:

This listing of claims will replace all prior versions, and listing, of claims in the application.

Listing of Claims:

1-21. (Canceled).

22. (Previously Presented) An answer system for technical support for a power plant comprising:

an answer center for a service furnisher, said answer center furnishing information relating to techniques of operation and/ or maintenance of components of the power plant to a user via a telecommunication network;

a first web server and a second web server provided on said telecommunication network,

a first firewall for allowing a predetermined user to access said first web server and preventing outsiders other than the predetermined user from unauthorized accessing of said first web server;

wherein

said first web server is a web server for the user, that is accessed by a predetermined user and provided with an answer system for the user, and said

second web server is a web server for the service furnisher, that is accessed by said answer center and provided with an answer system for the service furnisher,

said answer system for the user and said answer system for the service furnisher each have inquiry information registering means for registering inquiry information relating to said power plant component techniques sent from the predetermined user, and an inquiry-history information registering means for registering the inquiry information and answer information to the inquiry information as inquiry-history information of the inquiry relating to said power plant component techniques,

said answer system for the user is further provided with a processing program for registering the inquiry information relating to said power plant component techniques, inputted by the predetermined user, into said inquiry information registering means of said answer system for the user, and a retrieving means constructed so that the predetermined user is able to retrieve the inquiry-history information relating to said power plant component techniques, said inquiry-history information having been inquired of by the user and registered in said inquiry-history information registering means of said answer system for the user, and

said answer system for the service furnisher is further provided with a processing program for taking in periodically the inquiry information registered in said inquiry information registering means of said answer system for the user and registering the taken information into said inquiry information registering means of said answer system for the service furnisher, and communication means for

communicating the inquiry information relating to said power plant component techniques and registered in said inquiry information registering means of said answer system for service furnisher to said answer center;

a second firewall for preventing predetermined users from accessing said second web server for the service furnisher;

means for inputting an answer responding to inquiry information relating to said power plant component techniques and communicated to said answer center; and

answer sending means for sending the answer inputted by said input means to the user via the telecommunication network.

23. (Previously Presented) An answer system for technical support for a power plant according to claim 22, wherein said answer system for a user includes means for sending information including voice data and/or dynamic image data to the user.

24. (Previously Presented) An answer system for technical support for a power plant according to claim 22, wherein

said first web server for the user receives inquiry information relating to the power plant component techniques from the predetermined user via an internet,

said second web server for the service furnisher sends inquiry information relating to the power plant component techniques from the predetermined user to said answer center via Intranet, and

said answer sending means has a mail server.

25. (Previously Presented) An answer system for technical support for a power plant according to claim 22, further comprising a means for counting work hours of a professional staff which have corresponded with the inquiry sent from the user and reporting said work hours or charges calculated based on the work hours to said user.

26. (Previously Presented) An answer system for technical support for a power plant according to claim 22, further comprising a translation system for translating an answer sent from said information service furnisher to said user.

27. – 28. (canceled)

29. (Previously Presented) An answer system for technical support for a power plant comprising:

an answer center for a service furnisher, said answer center furnishing information relating to techniques of operation and/or management of components of the power plant to a user via a telecommunication network;

a web server provided on said telecommunication network,

a firewall for allowing a predetermined user to access said web server and preventing outsiders other than the predetermined user from unauthorized accessing of said web server;

wherein

said web server is provided with an answer system for the user, that is accessed by the predetermined user, and an answer system for the service furnisher, that is accessed from said answer center,

said answer system for the user and said answer system for the service furnisher each have inquiry information registering means for registering inquiry information relating to said power plant component techniques sent from the predetermined user, and an inquiry-history information registering means for registering the inquiry information and answer information to the inquiry information as inquiry-history information of the inquiry relating to said power plant component techniques,

said answer system for the user is further provided with a processing program for registering the inquiry information relating to said power plant component techniques, inputted by the predetermined user, into said inquiry information registering means of said answer system for the user, and a retrieving means constructed so that the predetermined user is able to retrieve the inquiry-history information relating to said power plant component techniques, said inquiry-history

information having been inquired of by the user and registered in said inquiry-history information registering means of said answer system for the user, and

said answer system for the service furnisher is further provided with a processing program for periodically taking in the inquiry information registered in said inquiry information registering means of said answer system for the user and registering the taken information into said inquiry information registering means of said answer system for the service furnisher, and communication means of said answer system for the service furnisher, and communication means for communicating the inquiry information relating to said power plant component techniques and registered in said inquiry information registering means of said answer system for the service furnisher to said answer center;

means for inputting an answer responding to inquiry information relating to said power plant component techniques and communicated to said answer center; and

answer sending means for sending the answer inputted by said input means to the user via the telecommunication network.

30. (Currently Amended) An answer system for technical support for a power plant comprising:

an answer center for a service furnisher, said answer center furnishing information relating to techniques of operation and/or management of components of the power plant to a user via a telecommunication network;

a first web server provided on said telecommunication network,
a first firewall for allowing a predetermined user to access said first web server and preventing outsiders other than the predetermined user from unauthorized accessing of said first web server;

wherein

said first web server is a web server for the user, that is accessed by a predetermined user via ~~an internet~~ said telecommunication network and provided with an answer system for the user, and said web server is a web server for the service furnisher, that is accessed from said answer center via ~~an Intranet~~ said telecommunication network and provided with an answer system for the service furnisher,

said answer system for the user and said answer system for the service furnisher each have inquiry information registering means for registering the inquiry information relating to said power plant component techniques sent from the predetermined user,

said answer system for the user is further provided with a processing program for registering the inquiry information relating to said power plant component techniques, inputted by the predetermined user, into said inquiry information registering means of said answer system for the user, and

said answer system for the service furnisher is further provided with a processing program for taking in periodically the inquiry information registered in said inquiry information registering means of said answer system for the user and

registering the taken information into said inquiry information registering means of said answer system for the service furnisher, and communication means for communicating the inquiry information relating to said power plant component techniques via said Intranet and registered in said inquiry information registering means of said answer system for the service furnisher to said answer center;

a second firewall for preventing predetermined users from accessing said second web server for the service furnisher; and

means for inputting an answer responding to inquiry information relating to said power plant component techniques and communicated to said answer center; and

answer sending means for sending the answer inputted by said input means to the user via the telecommunication network.

31. (New) An answer system for technical support, according to claim 30 further comprising:

a database having combined answer information registered therein for each of apparatuses or components comprising the power plant, said combined answer information being information obtained by making, in advance, a cause of an abnormality phenomena which has occurred in each said apparatus or component and a countermeasure to the cause to correspond to each other and combining the cause and the countermeasure; and

a retrieving system for retrieving countermeasure information contained in said database, to the inquiry about the power plant abnormality sent from the user via said telecommunications network,

wherein

said retrieving means comprises:

a retrieving condition input function means having an input function of inputting the name of a power plant to be retrieved, a function of inputting the name of apparatus or component to be retrieved from components and apparatuses composing said inputted power plant, and a function of inputting a phenomena occurred in the apparatus or component to be retrieved; and

a retrieved result means outputting retrieved countermeasure information matched with the retrieving conditions inputted by said retrieving condition input function means, based on said database, and outputting, irrespective of difference in causes of the occurred abnormality phenomena when a plurality of countermeasure information matched with said retrieving conditions exists, the plurality of countermeasure information.

32. (New) An answer system for technical support according to claim 31, wherein said retrieving system has means whereby, on the basis of an operation time of an apparatus at which an abnormality occurred or a portion of the apparatus at which an abnormality occurred and as to which the user inquired, the longer the operation time is, the higher a priority of countermeasure information for the

abnormality caused thereby is made, in a case where there is a plurality of countermeasure information outputted as a retrieving result.

33. (New) An answer system for technical support according to claim 31, wherein said retrieving system has means whereby, on the basis of past abnormality occurrence frequencies or times of an apparatus at which an abnormality occurred or a portion of the apparatus at which an abnormality occurred and as to which the user inquired, the higher the abnormality occurrence frequencies are or the more the abnormality occurrence times are, the higher a priority of countermeasure information for the abnormality caused thereby is made, in a case where there is a plurality of countermeasure information outputted as a retrieving result.